

Lancaster City Council - Job Description & Person Specification

Job Title:	Service Support Supervisor	Grade:	8	Job Code:	LCC616
Service/Team:	Environment and Place.	Role Type: *Delete as appropriate	HYB/CSV	Reports to: *Title & LCC Code	Commercial Protection Manager
Line Manages: *Title/s & LCC Code	Service Support Officers				

Job Overview
<p>Overview</p> <p>Reporting to the Commercial Protection Manager, this role leads, supports, coaches, and manages the Service Support team to support the following services: Food Safety, Pest Control, Environmental Protection, Housing Standards and Animal Licensing/Enforcement</p> <p>You will plan and coordinate the team's work and oversee general office management whilst looking for ways in which services can improve how the service operates, including increasing the services digital offer.</p>
Direct Responsibilities
<p>The main duties and responsibilities are:</p> <ol style="list-style-type: none"> 1. Lead, guide, and motivate the Service Support team to ensure smooth and efficient operations. 2. Record information, inquiries, and assistance requests promptly and accurately via phone, letter, email, and in person. Provide essential information and guidance to residents and enquirers following established procedures, ensuring exceptional customer service. 3. Plan and coordinate tasks and responsibilities within the team, ensuring that work is allocated effectively, and that high service standards and deadlines are met. 4. Remain well-informed about how the service operates and its purpose, to provide effective advice, assistance, and referrals to colleagues, residents, and businesses. 5. Oversee day-to-day management of the service's office accommodation. This includes assisting colleagues across the service to resolve office operational matters, guiding new staff on office administration, ordering replacement office equipment, online purchasing, etc., and being the point of contact for office accommodation. 6. Provide administrative support and coordination for service projects. 7. Revise, update, and where possible, streamline regular administrative procedures, work instructions, guidance materials, and staff training resources. Consistently explore opportunities to enhance the team's workflow, performance, and service delivery approach while setting a positive example. 8. Explore options for using digital tools and technology to enhance the team's effectiveness and the way services are offered/provided.

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9. Actively seek ways to improve the team's efficiency, performance, and service delivery methods, while setting a positive example for others.
10. Responsible for handling the service's information sensitivity, ensuring confidentiality, and adhering to governance guidelines.
11. Alert relevant service manager and/or appropriate colleagues within the team to information received that might suggest urgent or immediate attention by the service appears to be warranted.
12. Communicate, relate and work well with the residents, businesses, colleagues, and members exercising sensitivity, tact, diplomacy, and assertiveness whilst always maintaining strict confidentiality of personal and sensitive information.
13. Act as the designated note taker during meetings and similar events on behalf of the service
14. Process incoming payments through the council's card payment system, while also exploring alternative avenues such as online digital methods for receiving payments.
15. Lead the processing of purchase orders, invoices and payments, and incoming debtors using the council's financial systems.
16. Serve as the service's Information Custodian liaising with the council's information governance officers and with colleagues to coordinate responses to information requests.
17. Provide administrative cover and support for other teams as and when required.

Primary Measurable Objectives

1. Allocate work and supervise the service's Service Support team, liaising with operational supervisors, service leads and managers to optimise support.
2. Focus the team on excellent efficient customer service, on making a positive difference for our communities and on promoting public reassurance.
3. Continuously monitor, develop and improve the team's capacity, performance impact and service offer including digital. Actively participate in and contribute to wider learning, service development and continuous improvement.
4. Deliver timely, efficient, and effective office support as well as telephone/ face-to-face and digital customer services to high standards.
5. Provide oversight and support to day-to-day office management requirements of each of the service areas.

Staff Management Responsibilities

This role plans, organises, prioritises, tasks, and supervises the staff and work of the Service Support team and assists in the smooth running of the services, including Food Safety, Pest Control, Environmental Protection and Housing Standards team.

It is a key priority to develop, motivate and engage the service support team to maximise its effectiveness.

There is also significant responsibility to work to common purposes with other council services and key suppliers, residents, businesses, and partner agencies.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> Minimum 5 GCSE or equivalent grade C or above including English and Maths Trained to recognise and (within the remit of the post) to effectively respond to situations raising significant safeguarding concerns involving children and vulnerable adults. 		
Experience	<ul style="list-style-type: none"> Minimum 5 years of recent office administration experience, including professional preparation of office documents using MS Office, and capable of accurately completing computer records. 		
Job Related Skills, Knowledge & Abilities	<ul style="list-style-type: none"> Office administration methods and professional preparation of office documents Requirements of data protection, GDPR, equality and diversity Close working knowledge of what each service area offers and how they work, including regulation, law enforcement, and recognising matters requiring urgent or immediate attention. The post holder will follow established administrative policies, procedures and service guidance. More senior or 		

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	<p>specialist staff will be consulted when handling a matter outside the standard framework.</p> <ul style="list-style-type: none"> • Working knowledge of the council's financial systems and information governance requirements and methods • Familiarity is required with the wider council and key partner agency purposes and functions. 		
Personal Attributes Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent and consistent customer service skills • Confident to deal with conflict and aggression in a customer service capacity and ability to keep calm under pressure always remaining professional and tactful. 		
Special Requirements/Other			

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	